

Customer Service LEVEL 2



This qualification is for individuals working in a customer service environment. Customers may be either internal or external to the organisation. This qualification can be completed as part of an Apprenticeship Framework.



THE QUALIFICATION STRUCTURE

Level 2 NVQ Certificate in Customer Service

To achieve the Level 2 NVQ Certificate in Customer Service the learner must achieve

- a minimum of 15 credits overall
- 8 credits from the two mandatory units
- A further **20 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

Mandatory Units (8 Credits)

4430-101 Communicate using customer service language (F1)

4430-201 Follow the rules to deliver customer service (F2)

Optional Units - Impression and Image

4430-102 Maintain a positive and customer-friendly attitude (A1)

4430-103 Adapt your behaviour to give a good customer service impression (A2)

4430-202 Communicate effectively with customers (A3)

4430-203 Give customers a positive impression of yourself and your organisation (A4)

4430-204 Promote additional services or products to customers (A5)

4430-205 Process information about customers (A6)

4430-206 Live up to the customer service promise (A7)

4430-207 Make customer service personal (A8)

4430-208 Go the extra mile in customer service (A9)

4430-209 Deal with customers face to face (A10)

4430-210 Deal with incoming telephone calls from customers (A11)

4430-211 Make telephone calls to customers (A12)

4430-303 Deal with customers in writing or electronically (A13)

4430-304 Use customer service as a competitive tool (A14)

4430-305 Organise the promotion of additional services or products to customers (A15)

4430-306 Build a customer service knowledge set (A16)

Optional Units - Delivery

4430-104 Do your job in a customer-friendly way (B1)

4430-212 Deliver reliable customer service (B2)

4430-213 Deliver customer service on your customer's premises (B3)

4430-214 Recognise diversity when delivering customer service (B4)

4430-215 Deal with customers across a language divide (B5)

4430-216 Use questioning techniques when delivering customer service (B6)

4430-217 Deal with customers using bespoke software (B7)

4430-218 Maintain customer service through effective hand over (B8)

4430-307 Deliver customer service using service partnerships (B9)

4430-308 Organise the delivery of reliable customer service (B10)

4430-309 Improve the customer relationship (B11)

Optional Units - Handling Problems

- 4430-105 Recognise and deal with customer queries, requests and problems (C1)
- 4430-106 Take details of customer service problems (C2)
- 4430-219 Resolve customer service problems (C3)
- 4430-220 Deliver customer service to difficult customers (C4)
- 4430-310 Monitor and solve customer service problems (C5)
- 4430-311 Apply risk assessment to customer service (C6)
- 4430-312 Process customer service complaints (C7)

Optional Units - Development and Improvement

- 4430-221 Develop customer relationships (D1)
- 4430-222 Support customer service improvements (D2)
- 4430-223 Develop personal performance through delivering customer service (D3)
- 4430-224 Support customers using on-line customer services (D4)
- 4430-225 Buddy a colleague to develop their customer service skills (D5)
- 4430-226 Develop your own customer service skills through self-study (D6)
- 4430-227 Support customers using self-service technology (D7)
- 4430-313 Work with others to improve customer service (D8)
- 4430-314 Promote continuous improvement (D9)
- 4430-315 Develop your own and others' customer service skills (D10)
- 4430-316 Lead a team to improve customer service (D11)
- 4430-317 Gather, analyse and interpret customer feedback (D12)
- 4430-318 Monitor the quality of customer service transactions (D13)

Customer Service LEVEL 3



This qualification is for individuals working in a customer service environment. Customers may be either internal or external to the organisation. This qualification can be completed as part of an Advanced Apprenticeship



THE QUALIFICATION STRUCTURE

Level 3 NVQ Certificate in Customer Service

To achieve the Level 3 NVQ Certificate in Customer Service the learner must achieve

- a minimum of 42 credits overall
- 12 credits from the two mandatory units
- A further **30 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

Mandatory Units – Customer Service Foundations (12 Credits)

4430-301 Demonstrate understanding of customer service (F3)

4430-302 Demonstrate understanding of the rules that impact on improvements in customer service (F4)

Optional Units - Impression and Image

4430-202 Communicate effectively with customers (A3)

4430-203 Give customers a positive impression of yourself and your organisation (A4)

4430-204 Promote additional services or products to customers (A5)

4430-205 Process information about customers (A6)

4430-206 Live up to the customer service promise (A7)

4430-207 Make customer service personal (A8)

4430-208 Go the extra mile in customer service (A9)

4430-209 Deal with customers face to face (A10)

4430-210 Deal with incoming telephone calls from customers (A11)

4430-211 Make telephone calls to customers (A12)

4430-303 Deal with customers in writing or electronically (A13)

4430-304 Use customer service as a competitive tool (A14)

4430-305 Organise the promotion of additional services or products to customers (A15)

4430-306 Build a customer service knowledge set (A16)

4430-403 Champion customer service (A17)

4430-404 Make customer service environmentally friendly and sustainable (A18)

Optional Units - Delivery

4430-212 Deliver reliable customer service (B2)

4430-213 Deliver customer service on your customer's premises (B3)

4430-214 Recognise diversity when delivering customer service (B4)

4430-215 Deal with customers across a language divide (B5)

4430-216 Use questioning techniques when delivering customer service (B6)

4430-217 Deal with customers using bespoke software (B7)

4430-218 Maintain customer service through effective hand over (B8)

4430-307 Deliver customer service using service partnerships (B9)

4430-308 Organise the delivery of reliable customer service (B10)

4430-309 Improve the customer relationship (B11)

4430-405 Maintain and develop a healthy and safe customer service environment (B12)

4430-406 Plan, organise and control customer service operations (B13)

4430-407 Review the quality of customer service (B14)

4430-408 Build and maintain effective customer relations (B15)

4430-409 Deliver seamless customer service with a team (B16)

Optional Units - Handling Problems

- 4430-219 Resolve customer service problems (C3)
- 4430-220 Deliver customer service to difficult customers (C4)
- 4430-310 Monitor and solve customer service problems (C5)
- 4430-311 Apply risk assessment to customer service (C6)
- 4430-312 Process customer service complaints (C7)
- 4430-410 Handle referred customer complaints (C8)

Optional Units - Development and Improvement

- 4430-221 Develop customer relationships (D1)
- 4430-222 Support customer service improvements (D2)
- 4430-223 Develop personal performance through delivering customer service (D3)
- 4430-224 Support customers using on-line customer services (D4)
- 4430-225 Buddy a colleague to develop their customer service skills (D5)
- 4430-226 Develop your own customer service skills through self-study (D6)
- 4430-227 Support customers using self-service technology (D7)
- 4430-313 Work with others to improve customer service (D8)
- 4430-314 Promote continuous improvement (D9)
- 4430-315 Develop your own and others' customer service skills (D10)
- 4430-316 Lead a team to improve customer service (D11)
- 4430-317 Gather, analyse and interpret customer feedback (D12)
- 4430-318 Monitor the quality of customer service transactions (D13)
- 4430-411 Implement quality improvements to customer service (D14)
- 4430-412 Plan and organise the development of customer service staff (D15)
- 4430-413 Develop a customer service strategy for a part of an organisation (D16)
- 4430-414 Manage a customer service award programme (D17)
- 4430-415 Apply technology or other resources to improve customer service (D18)
- 4430-416 Review and re-engineer customer service processes (D19)
- 4430-417 Manage customer service performance (D20)

Customer Service LEVEL 4



This qualification is for individuals working in a customer service environment. Customers may be either internal or external to the organisation. This qualification is not funded.



THE QUALIFICATION STRUCTURE

Level 4 NVQ Certificate in Customer Service

To achieve the Level 4 NVQ Certificate in Customer Service the learner must achieve

- a minimum of 67 credits overall
- a minimum of 20 credits must be level 4
- 20 credits from the two mandatory units
- A further **47 credits** must be achieved by completing a **minimum of one unit** from each **Optional Group**.

Mandatory Units (20 Credits)

4430-401 Demonstrate understanding of customer service management (F5)

4430-402 Follow organisational rules, legislation and external regulations when managing customer service (F6)

Optional Units - Impression and Image

4430-303 Deal with customers in writing or electronically (A13)

4430-304 Use customer service as a competitive tool (A14)

4430-305 Organise the promotion of additional services or products to customers (A15)

4430-306 Build a customer service knowledge set (A16)

4430-403 Champion customer service (A17)

4430-404 Make customer service environmentally friendly and sustainable (A18)

Optional Units - Delivery

4430-307 Deliver customer service using service partnerships (B9)

4430-308 Organise the delivery of reliable customer service (B10)

4430-309 Improve the customer relationship (B11)

4430-405 Maintain and develop a healthy and safe customer service environment (B12)

4430-406 Plan, organise and control customer service operations (B13)

4430-407 Review the quality of customer service (B14)

4430-408 Build and maintain effective customer relations (B15)

4430-409 Deliver seamless customer service with a team (B16)

Optional Units - Handling Problems

4430-310 Monitor and solve customer service problems (C5)

4430-311 Apply risk assessment to customer service (C6)

4430-312 Process customer service complaints (C7)

4430-410 Handle referred customer complaints (C8)

Optional Units - Development and Improvement

4430-313 Work with others to improve customer service (D8)

4430-314 Promote continuous improvement (D9)

4430-315 Develop your own and others' customer service skills (D10)

4430-316 Lead a team to improve customer service (D11)

4430-317 Gather, analyse and interpret customer feedback (D12)

4430-318 Monitor the quality of customer service transactions (D13)

4430-411 Implement quality improvements to customer service (D14)

4430-412 Plan and organise the development of customer service staff (D15)

4430-413 Develop a customer service strategy for a part of an organisation (D16)

4430-414 Manage a customer service award programme (D17)

4430-415 Apply technology or other resources to improve customer service (D18)

4430-416 Review and re-engineer customer service processes (D19)

4430-417 Manage customer service performance (D20)